From: Tee Jane Teh
To: Esther Rahman; Stephen Best
Cc: Flock Safety Support; brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara; jake.sherman@flocksafety.com; Michael Balcorta
Subject: RESPONSE: Download Images as ZIP still not working
Date: Friday, June 28, 2024 9:13:15 AM
Attachments: image005.png

Please see my comments regarding the new features in blue below:

1. Refreshed Search Card

I like the look of the box as it really highlights the plate and visually stands out. This does not affect me but red is hard for color blind people to see so maybe a different color for the bounding box to make it visually accessible to all. Also, the plate crop is especially nice for the night time image captures since it makes the plates that much easier to read and the copy feature is a good/useful addition.

- Display red plate bounding box
- License plate crop
- Allow for easy copy/paste for report transcription, messaging, or in MDTs.

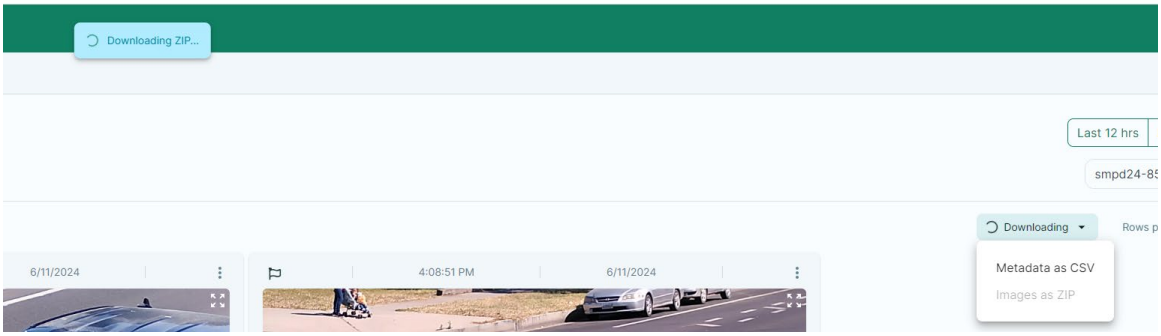
2. More Details Drawer

The details drawer with all the new information is great! I especially like the addition of the lat long, camera location and vehicle journey feature. Nice work here.

- Display vehicle details in a cleaner, more organized view
- View the Device Owner so you're not guessing where the camera is located
- Display both lat/long and nearest address of result
- New Vehicle Journey mini map
- The goal for this new drawer is for scale- we're hoping to add lots of visualization tools and mixed media if your agency has Raven or Video products like Condor.

3. Paginated Search Improvements

I tried to download the images from my search results (122) and it would not download any results . I tried a smaller set of data, clearing my cache etc and still no download appears. When I select the download button and click on the images as zip dropdown, it shows the wheel as though it is downloading but then nothing actually downloads and no error message/file is seen.



- Bulk export all 2.5k results via .CSV at once
- Don't lose your spot when searching tons of data
- Improved performance
- If you have an active Axon Fleet 3 integration with us- we heard you hated infinite scroll so we brought back a faster pagination experience

On Thu, Jun 27, 2024 at 3:39 PM Tee Jane Teh <tteh@cityofsantamaria.org> wrote:

> You can add me as well tteh@cityofsantamaria.org
>
> Thank you,
>
> Jane Teh
> Crime Analyst
> 1111 W. Betteravia Rd
> Santa Maria CA 93458
> (805) 928-3781 x 1197
> Smart City Safe City
> WARNING! The information contained in this transmission is privileged and confidential. It is intended only for the use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message and any attachments.
>
> ---
>
> **From:** Stephen Best <sbest@cityofsantamaria.org>
> **Sent:** Thursday, June 27, 2024 12:38 PM
> **To:** Esther Rahman <esther.rahman@flocksafety.com>; Flock Safety Support <support@flocksafety.com>
> **Cc:** brendon.norton@flocksafety.com; Tee Jane Teh <tteh@cityofsantamaria.org>; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>
> **Subject:** RE: Download Images as ZIP still not working
>
> If you'd like to add me sbest@cityofsantamaria.org I will test it out when I get a chance...otherwise, I'll check it out on Tuesday.
> If any of the other people you cc'd want to try it, they'll send you an email.
>
> Thank you.
>
> Corporal Stephen L. Best
> Santa Maria Police Department
> 1111 W. Betteravia Rd., Santa Maria, CA 93455
> (805)928-3781 X2491
> sbest@ci.santa-maria.ca.us
> sbest@cityofsantamaria.org
>
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From: Esther Rahman <esther.rahman@flocksafety.com>
Sent: Thursday, June 27, 2024 12:32 PM
To: Flock Safety Support <support@flocksafety.com>
Cc: Stephen Best <sbest@cityofsantamaria.org>; brendon.norton@flocksafety.com; Tee Jane Teh <tteh@cityofsantamaria.org>; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: Re: Download Images as ZIP still not working

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Hi Corporal Best,

My name is Esther and I manage our Search experience here. So right now, we're beta-ing a new search experience that removes the infinite scroll experience you have, which we suspect is messing up the image downloads. We're going fully live with the new features on Tues 7/9 but if you'd like the experience now, can you send me a list of users (email addresses)?

On Wed, Jun 26, 2024 at 6:47 PM Flock Safety Support <support@flocksafety.com> wrote:

> I am looping in our wonderful Product Manager, Esther, to provide you with an update on our new Search experience.
>
> She will be reaching out shortly with more details.
>
> Thank you again for your patience!
>
> -Rhianna
>
> ---------- Original Message ----------
> **From:** Flock Safety Support [support@flocksafety.com]
> **Sent:** 6/18/2024, 1:20 PM
> **To:** sbest@cityofsantamaria.org
> **Cc:** brendon.norton@flocksafety.com; tteh@cityofsantamaria.org; libby.landers@flocksafety.com; elara@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org
> **Subject:** RE: Download Images as ZIP still not working
>
> Thank you! I am going to ask our engineers to take a look. I will let you know as soon as I have heard back.
>
> -Rhianna
>
> ---------- Original Message ----------
> **From:** Stephen Best [sbest@cityofsantamaria.org]
> **Sent:** 6/18/2024, 6:05 AM
> **To:** libby.landers@flocksafety.com; support@flocksafety.com; jake.sherman@flocksafety.com; brendon.norton@flocksafety.com
> **Cc:** elara@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org; tteh@cityofsantamaria.org
> **Subject:** RE: Download Images as ZIP still not working
>
> ....I remembered Mr. Howell mentioned there was a 100 limit on the image download so I changed my search times a bit and got 88 objects.
> I used the "Download Images as ZIP" and this time got better results. My zip contained 154 pictures (much better).
> FYI
>
> Corporal Stephen L. Best
> Santa Maria Police Department
> 1111 W. Betteravia Rd., Santa Maria, CA 93455
> (805)928-3781 X2491
> sbest@ci.santa-maria.ca.us
> sbest@cityofsantamaria.org
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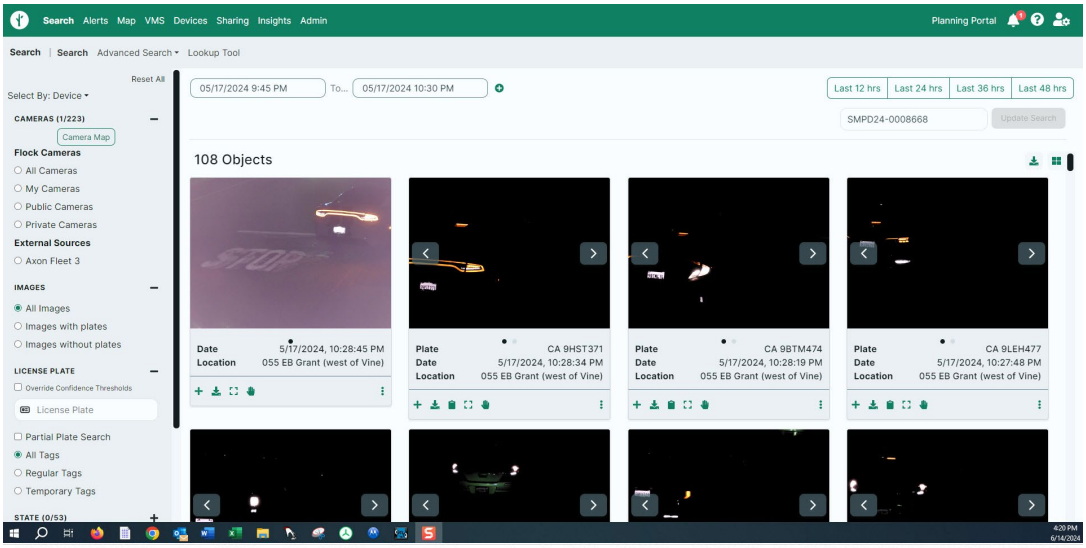
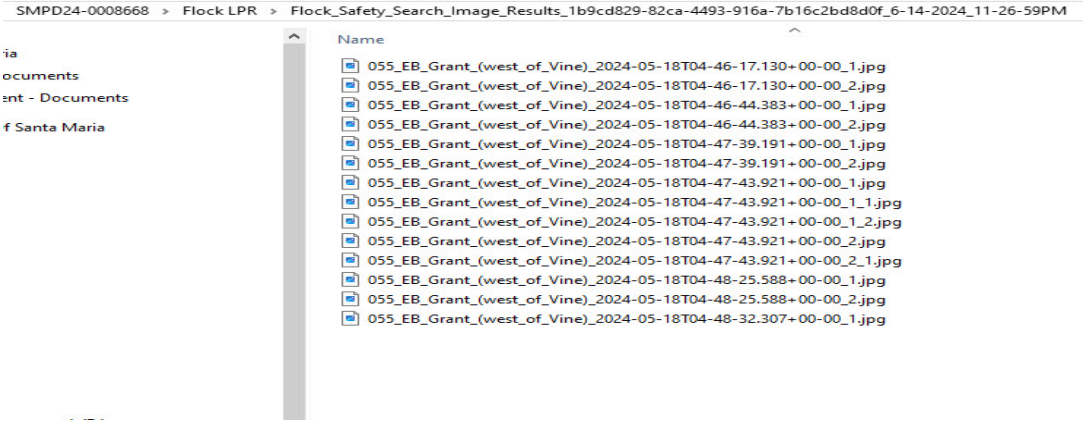
From: Stephen Best <sbest@cityofsantamaria.org>
Sent: Friday, June 14, 2024 4:40 PM
To: Flock Safety <support@flocksafety.com>; Libby Landers <libby.landers@flocksafety.com>; Jake Sherman <jake.sherman@flocksafety.com>; brendon.norton@flocksafety.com
Cc: Eligio Lara <elara@cityofsantamaria.org>; Michael Balcorta <mbalcorta@cityofsantamaria.org>; Tee Jane Teh <tteh@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>
Subject: Download Images as ZIP still not working

Back in February of 2024 I reported the "Download Images as Zip" was not working properly. Not getting the majority of the images presented in the search results.
I was working with Chris Howell on the problem.
Recently my Crime Analyst reported the problem still exists. I was unable to verify it at the time.
Today I was trying to document the vehicles in the area when our Condor camera got shot. I searched the nearest Flock Camera "055 EB Grant" for 5/17 2145-2230 Hrs. and got 108 objects.
I downloaded the "Metadata as CSV" and it appears to have 108 entries (Good!) but my "Download Images as a ZIP" resulted in 14 images (epic fail).
I even scrolled all the results to make sure they populated before doing the download.

Please continue to work on this issue. Thanks





Corporal Stephen L. Best
Santa Maria Police Department
1111 W. Betteravia Rd., Santa Maria, CA 93455
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sbest@ci.santa-maria.ca.us
sbest@cityofsantamaria.org

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thread::WetUOP5tIna8z42HDN-c5g4::

--
Esther Rahman
Senior Product Manager
Flock Safety
(m) 334-669-7110 I esther.rahman@flocksafety.com

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